INTRODUCTION

The intent of the Student Services 2013 – 2014 Plan is to provide an outline of the Student Services Department goals for the 2013-2014 year.

This is our second year of formalized planning. The Student Services Department has made excellent progress in determining goals, strategies and outcomes to better serve Trinidad State students. Staff from all aspects of the department participated in the 2013 – 2014 plan.

We rely on students for feedback to make meaningful improvements. This year, we are intentionally seeking additional student feedback. We will be updating the student satisfaction survey, introducing a fall survey and asking the Student Affairs Committee to assist identifying strategies for departmental improvement. Student and committee input will provide valuable feedback on our performance and help to guide departmental efforts in the future.

This plan is designed to complement and support the Trinidad State Junior College Strategic Plan and Abbreviated One Year Strategic Plan that was developed in August 2013.

The Student Services Continuous Improvement Plan identifies each area of the Student Services department and walks through the goals, criteria for success, assessment methods, summary of data collected and identifies recommendations for the future.
There are numerous challenges that face Trinidad State Junior College and the Student Services Department. Tied directly to the institution’s strategic priorities, they include:

**Student Access** – The TSJC service area faces a declining population, space limitations on the Valley campus and a disproportionate number of under prepared students throughout the institution. TSJC will continue to develop strategies that identify signature programs coupled with collegiate opportunities that will hallmark TSJC as a sustainable anchor in the region. Increased enrollment is a top priority for the department.

**Student Success** – Student Loan Default, completion and implementing the remodeled developmental education plan will challenge the institution in 2013 – 2014. In addition, the integration and use of assessment outcomes, data collection and follow up procedures identified in the 2012 – 2013 year will be a priority for the department in 2013 – 2014.

**Operational Excellence** – Processes like scanning go live this year. In addition, quality infrastructure and a commitment to safety and prevention continue to influence the measurable outcomes this year. Tools like Course Signals, Degree Works, student email accounts and other technology tools will be launched or upgraded.

**Community Engagement** – Student Services will support and participate in opportunities to develop partnerships with the community.

Please note, within the Student Services Department, goals have been identified to support numerous facets of the department and ultimately our students. We are committed to continuous improvement. We continue to look for effective and efficient ways to communicate with TSJC students, prospective students and our community.
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The Trinidad State Junior College Student Services mission is to provide quality and beneficial services to the student body and college community.

The mission is to enhance the learning environment for students at Trinidad State Junior College. We accomplish this by stimulating the learning process, integrating the in-class and out-of-class experiences, promoting an environment conducive to growth and discovery, and facilitating intellectual, social, occupational, physical, cultural, and emotional development.

The student services department promotes a campus that provides quality services and increases student retention and success; attains and exceeds compliance with national standards. Ultimately the department works to enhance the overall quality of campus life, establish a sense of community, and enable all students to realize their fullest potential.

The department of Student Services and the units listed below are responsible for planning and implementing educational programs and services that achieve this mission.

- Admissions
- Advising
- Financial Aid
- Housing
- Career Services
- New Student Orientation
- Recruiting
- Registrar
- Special Populations
- Student Life
- Student Success Center
- TRiO Services
Student Services strives to meet TSJC’s strategic priorities as they relate to the department.

**Strategic Priority 1: Student Access**

- Optimize the learning environment through expansion of alternative learning options as well as flexible scheduling (1)
- Increase enrollment in TSJC Online courses by 10% per year for the next 5 years (1.1)
- Increase enrollment in hybrid classes by 5% per year for the next 5 years (1.2)
- Increase enrollment through development of new programs and partnerships (2)
- Implement recruitment plan (A.S.P. Goal A, Objective 1)
  - Activity a. Adopt communications Plan for Enrollment Management
  - Activity b. Support enrollment management through a professional services contract
  - Activity c. Evaluate enrollment management system for effectiveness
  - Activity d. Coordinate development of recruitment materials with Academic Affairs
- Increase opportunities for high school students (A.S.P., S.P. I, Goal A, Objective 2)
  - Activity a. Visit all school districts in the eight county service area
  - Activity b. Engage concurrent partners through campus meet and greet activities
  - Activity c. Evaluate First Choice Scholarship program for effectiveness
- Diversify and expand program offerings in targeted areas (A.S.P., S.P. I, Goal A, Objective 3)
  - Activity b. Review and enhance resources for online students
  - Activity c. Explore collaborations related to the CCCOnline Rural Initiative
- Restructure residence hall management system (A.S.P., S. P. I, Goal B, Objective 1)
  - Activity a. Hire Director of Student Life to better engage staff with students
  - Activity b. Expand activities and prevention programming in residence halls
  - Activity c. Review contracts and procedures for residence halls
- Remodel residence halls (A.S.P., S. P. I, Goal B, Objective 2)
  - Activity a. Implement Furniture Master Plan
- Market residence halls (A.S.P., S. P. I., Goal B, Objective 3)
  - Activity a. Market residence halls to local students for potential occupancy
  - Activity b. Develop strategies with potential to draw students from wider region
Strategic Priority 2: Student Success

- Decrease the need for developmental education prior to matriculation at TSJC through improved collaboration with K-12 (1)
- Improve students’ progression rate from developmental to college level courses (2)
- Improve retention and graduation rates (3)
- Increase students’ ability to transfer to other colleges, both in and out of state (4)
- Improve the Performance Review process (5)
- Implement case management systems (A.S.P., S. P. II, Goal A, Objective 1)
  - Activity a. Acquire, install and utilize software to support student completion
  - Activity b. Develop strategies to increase student usage of Degree Works
  - Activity c. Encourage student use of all institutional communication systems
- Improve instructional systems (A.S.P., S. P. II, Goal A, Objective 2)
  - Activity a. Participate in CCCS Developmental Education transition
  - Activity c. Create and promote centralized testing centers on both campuses
- Increase student awareness of support systems (A.S.P. S. P. II, Goal A, Objective 3)
  - Activity a. Promote academic and nonacademic support systems to all students
  - Activity b. Promote late start and summer enrollment opportunities
  - Activity c. Explore offering specialized services to Veterans
  - Activity d. Review duties assigned to Registrar and consider 1.0 FTE position
  - Activity e. Implement Behavioral Intervention Team (BIT)
- Enhance student life activities (A.S.P., S. P. II, Goal B, Objective 1)
  - Activity a. Collect and utilize student feedback to improve student services
  - Activity b. Structure student life to support student engagement and success
  - Activity c. Improve student life hubs on both campuses
  - Activity d. Utilize social media to support student life on both campuses
- Increase student participation (A.S.P., S.P.II, Goal B, Objective 2)
  - Activity a. Engage with student government representatives on a regular basis
  - Activity b. Formalize student leadership opportunities
  - Activity c. Engage college staff from both campuses in student activities
  - Activity d. Continue to offer a diverse student-driven range of activities for students

Strategic Priority 3: Operational Excellence

- Maximize the use of available technology for staff training and classroom instruction (1)
- Expand and/or better utilize the available instructional space on both campuses (2)
- Improve communication, internally and externally (3)
• Upgrade classrooms as well as other facilities in order to make them more current and attractive for students (94)

• Continue the cycle of Student Affairs planning and updating the Continuous Improvement Plan (CIP) (A.S.P., S.P.III, Goal B, Objective 2)
  o Activity a. Review and update the Continuous Improvement Plan for Student Affairs
  o Activity b. Engage staff in annual development of CIP and share results
  o Activity c. Develop new student survey and distribute in fall and spring semesters
  o Activity d. Target areas for improvement based on analysis
  o Activity e. Communicate data results and assessment outcomes
  o Activity f. Bring revised plan to Cabinet.

• Reduce student loan default rate (A.S.P., S.P.III, Goal D, Objective 1)
  o Activity a. Update Default Prevention Plan
  o Activity b. Continue communication with students regarding fiscal responsibilities
  o Activity c. Maintain relationship with ECMC to manage student expectations
  o Activity d. Explore potential changes to financial aid disbursement cycles

**Strategic Priority 4: Community Engagement**

• Publicize current and potential learning and training opportunities to the public (1)

• Increase the use of social media (2)

• Stay abreast of the labor needs of our communities (3)
The goal map below shows how each Student Services units’ goals help accomplish the Student Services goals as they relate to the TSJC Strategic Plan and the one year abbreviated strategic plan.

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Federal Grants:

- U.S. Department of Education: TRiO Student Support Services, Trinidad Campus
  $1,979,350. Project period: 9/1/2010 – 8/31/2015

- U.S. Department of Education: TRiO Student Support Services, Valley Campus
  $1,100,000. Project period: 9/1/2010 – 3/31/2015

- U.S. Department of Education: TRiO Educational Opportunity Center, Trinidad Campus
  $2,114,910. Project period: 9/1/2011 – 8/31/2016 (CSU –Pueblo is the awarded project. TSJC is a designated site)

TRiO funding supports several aspects of the TSJC Student Services Department including academic support, transfer support and one-stop advising and retention targeted to the first-generation learner. Federal funding supports personnel, tutoring, financial aid assistance, transfer support and activities for TSJC students.

- U.S. Department of Education: Hispanic Serving Institution, Title V STEM. Institutional Award
  Invertir en STEM $3,875,000. Project Period: 10/1/2011 – 9/30/2016

- U.S. Department of Education: Hispanic Serving Institution, Title V STEM. Cooperative Award

Title V STEM funding provides support through the STEM coach positions on each campus. Although these positions do not report to the Student Services Department, they provide comprehensive academic support and advising for TSJC students. In addition, the STEM funds have provided opportunities for new equipment, course offerings and STEM related activities for TSJC students.
UNIT ASSESSMENT: ADMISSIONS

Bernadine DeGarbo, Trinidad Campus
Mathilda Westerman, Valley Campus

Mission Statement:
The TSJC Admissions office is committed to helping students have a positive college experience by providing quality customer service, guidance through the admission process and easy access to student records.

Goal 1: Provide quality customer service.
Outcome 1: Cross training within the student service department.
Strategy: Establish a cross training schedule for student services staff.

Goal 2: Improve organization of student records.
Outcome 1: Student records will be organized and accurate.
Strategy: Student services staff will maintain new file system.

Goal 3: Improve admissions and records process.
Outcome 1: Students will understand the admission process.
Strategy: Staff will review, update and provide students access to the enrollment checklist.

Outcome 2: Students will understand how to access their records.
Strategy: Staff will review, update and provide information related to transcript requests.

Outcome 3: Students will complete online application.
Strategy: Measure the number of students applying online monthly. Establish a sign-up sheet for students in the office. Request a count from IT to determine the number of hits on the admissions and transcript section of the website.
Goal 1: Provide quality customer service.

Outcome 1: Cross training within the student service department.
Strategy: Establish a cross training schedule for student services staff.

Criteria for Success & Assessment Methods

- Cross train one student services staff person per semester.
- Staff will attend and actively participate in departmental staff meetings, faculty/staff luncheons, committees and trainings on campus
- Seek student feedback in Student Satisfaction Survey

Goal 2: Improve organization of student records.

Outcome 1: Student records will be organized and accurate.
Strategy: Student services staff will maintain a new file system.

Criteria for Success & Assessment Methods

- The number of new files created by scanning will be reported.
- Student Services staff will train on using and accessing scanned records.
- The fall immunization report and COF error reports will identify the number of incomplete files.

Goal 3: Improve admissions and records process.

Outcome 1: Students will understand the admission process.
Strategy: Staff will review, update and provide students access to the enrollment checklist.

Strategy: Update and create letters, forms and website information related to admissions and transcripts to improve communication with users.

Criteria for Success & Assessment Methods

- The number of paper applications will be recorded and reported monthly.
- The number of admissions letters sent will be recorded and reported monthly.

Goal 3: Improve admissions and records process.

Outcome 2: Students will understand how to access their records.
Strategy: Staff will review, updated and provide information related to the transcript request process.
Criteria for Success & Assessment Methods

- The number of transcript requests will be recorded and reported monthly.
- The number of transcript requests that are unable to process will be recorded and reported monthly.

Goal 3: Improve admissions and records process.

Outcome 3:  Students will complete online application.

Strategy:  Measure the number of students applying online. Establish a sign up sheet for students in the office. Request a count from IT to determine the number of hits on the admissions and transaction section of the website.

Criteria for Success & Assessment Methods

- Admission staff will request a list of students who have applied but not enrolled monthly
- The number of web applications will be reported monthly
- The number of students using the computers in the office will be reported monthly
Mission Statement:

The Academic Advisor enriches the lives of students by guiding their educational path and empowering them to make mature choices; thus allowing the student responsibility for their academic success.

Goal 1: Improve academic advising services for students.

Outcome 1: Students will have access to accurate, consistent academic advising.

Strategy: Staff will participate in training, design development and implementation for case management. Advisors will maintain a consistent, approach to academic advising that integrates software tools and strategies.

Outcome 2: Undeclared students will be identified in the first semester.

Strategy: Advisors will follow-up with self-identified undeclared students face-to-face, by phone and email in accordance with the case management design.

Goal 2: Increase student use of academic support tools.

Outcome 1: Student use of TSJC portal, student email and degree check will increase.

Strategy: Advisors will provide students with information on admissions, registration, how to access the portal, student email and online systems.

Outcome 2: Students will be notified of important schedule dates or program deadlines/processes.

Strategy: Advisors will notify students of important dates and/or program deadlines. The number of late drops will decrease.

Goal 3: Increase student retention and completion rates.

Outcome 1: Students will remain and persist at TSJC each semester.

Strategy: Students will register by May 15 and December 15 for the following semester.
UNIT ASSESSMENT: ADVISING CONT’D

Goal 1: Improve academic advising services for students.

Outcome 1: Students will have access to accurate, consistent academic advising.
Strategy: Staff will participate in training, design development and implementation for case management. Advisors will maintain a consistent approach to academic advising that integrates software tools and strategies.

Outcome 2: Students will have accurate information about their degree or certificate pathway.
Strategy: Advisors will follow-up with students face-to-face, by phone and email.

Criteria for success and Assessment Methods

- The number of students who register online will be reported monthly
- The number of students who are served through case management will be reported monthly
- Advisors will utilize degree check with all students
- Advisors will consistently utilize software tools including banner and degree check to record communication with students
- Students will receive direct communication from student services related to the course catalog

Goal 2: Increase student use of academic support tools.

Outcome 1: Students use of TSJC portal, student email and degree check will increase.
Strategy: Advisors will provide students with information on admissions, registration, how to access the portal, student email and online systems.

Outcome 2: Students will be notified of important schedule dates or program deadlines/processes.
Strategy: Advisors will notify students of important dates and/or program deadlines. The number of late drops will decrease.

Criteria for Success & Assessment Methods

- Advisors will follow-up with students twice a semester
- Case Management reports will identify students who are undeclared
- High risk students will receive additional advising support
- The number of students who drop after census date will be measured
- The number of students retained from Fall to Spring Semesters will be measured
- The Student Satisfaction Survey will include feedback on advising

Goal 3: Increase student retention and completion rates.

Outcome 1: Students will remain and persist at TSJC each semester.
Strategy: Register eligible students by May 15 and December 15 for next semesters.
**Criteria for Success & Assessment Methods**

- Advisors will communicate important dates to students
- Advisors will report schedule feedback to the Deans each semester
- Advisors will review the enrollment checklist and important dates each semester
- Advisors will reach out to undeclared students at least twice per semester
- The number of students registered will be reported through the institutional FTE report
Mission Statement:

The TSJC Financial Aid office is committed to improving customer service by providing information and feedback to students to make sure students are more responsible and knowledgeable on financial aid processes.

Goal 1: Improve customer service.

Outcome 1: TSJC students eligible for veteran benefits will know what is expected of them in order to receive service.

Strategy 1: Staff will update the website, recruiting materials with veteran benefit information.

Strategy 2: Staff will identify other services veteran students are requesting.

Outcome 2: The Financial Aid Office will improve customer service satisfaction.

Strategy 1: Students will have access to current information on the TSJC website and through staff in the Financial Aid Offices. Students will have the opportunity to meet with Financial Aid or EOC staff by appointment to discuss their account.

Strategy 2: Financial Aid staff will improve efficiency and meet all required deadlines to ensure student refunds are timely and accurate.

Goal 2: Improve default rate.

Outcome 1: Students will be knowledgeable of the loan process, personal responsibility and expectations.

Strategy: Staff will send exit counseling packets (100%), face-to-face counseling available.

Outcome 2: The Financial Aid Office will reduce the number loans in default.

Strategy: TSJC staff will actively contact students, review and analyze the cohort data and identify student accounts that can be remediated or challenged.

Goal 3: Improve student knowledge.

Outcome 1: Students will attend informational sessions, receive current information and be informed of loan expectations through financial aid staff interactions.

Strategy: Staff will improve and update messages on portal, send email blasts, have virtual advisor/counselor available.
UNIT ASSESSMENT: FINANCIAL AID

Goal 1: Improve customer service.

Outcome 1: Qualified students for veteran benefits will know what is expected of them in order to receive service.

Strategy 1: Staff will update the website, recruiting materials with veteran benefit information.

Strategy 2: Staff will identify other services veteran students are requesting.

Criteria for Success & Assessment Methods

- The number of students completing the Veteran’s checklist will be reported
- Student Satisfaction will be reported and measured from the prior year
- The TSJC website will contain updated and accurate information
- Students receiving veterans benefits will be asked to provide feedback and recommendations for improved services

Goal 1: Improve customer service.

Outcome 2: The Financial Aid Office will improve customer Service satisfaction.

Strategy 1: Students will have access to current information on the TSJC website and through staff in the Financial Aid Offices. Students will have the opportunity to meet with Financial Aid or EOC staff by appointment to discuss their account.

Strategy 2: Financial Aid staff will improve efficiency and meet all required deadlines to ensure student refunds are timely and accurate.

Criteria for Success & Assessment Methods

- Student Satisfaction Survey results will improve.
- The number of students meeting with the EOC coordinator will be reported
- The R2T4 and similar reports will meet all requirements.
- The number of students who are denied financial aid will be reported each semester.

Goal 2: Improve default rate.

Outcome 1: Students will know what they owe in student loans when leaving TSJC and will understand what is expected of them.

Strategy: Staff will send exit counseling packets (100%) and provide face-to-face counseling.

Outcome 2: The Financial Aid Office will reduce the number of loans in default.

Strategy: TSJC staff will actively contact students, review and analyze the cohort data and identify student accounts that can be remediated or challenged.
Strategy: Financial Aid staff will coordinate the Default Prevention Committee and update the Default Prevention Plan.

Criteria for Success & Assessment Methods

- The updated Default Prevention Plan will be drafted and shared.
- The cohort default rates will be reported and measured. The number of challenges, errors and appeals will be reported.
- The number of students referred to the Student Success Center for early alerts will be reported.

Goal 3: Improve student knowledge.

Outcome 1: Students attending informational sessions with financial aid staff will increase their knowledge of financial aid processes and procedures.

Strategy: Improve and update messages on portal, send email blasts, have virtual advisor/counselor available.

Criteria for Success & Assessment Methods

- Staff will add messages to students on the portal.
- Students will receive communication directly from the financial aid office.
- Financial aid information on the TSJC website will be updated.
Mission Statement:

Trinidad State Junior College housing promotes respectful and supportive learning communities that teach, model and reward an environment that respects social responsibility, promotes healthy life choices and provides a safe environment for learning.

Goal 1: Increase retention rates of students living in residence halls.

Outcome 1: Additional students living in residence halls.
Strategy 1: Maintain website with updated information. Update recruiting materials with latest housing information.

Outcome 2: Maintain and improve living conditions in residence halls.
Strategy 1: Ask resident students in a survey how to improve living conditions in on-campus housing.
Strategy 2: Students in residence hall leadership positions will be provided training.
Strategy 3: Staff will identify and communicate needs for maintenance and furnishings.

Goal 2: Improve satisfaction with residence life.

Outcome 1: Students will participate in co-curricular and club activities on campus.
Strategy 1: Students have access to dorm policies in student handbook and online. RA’s enforce policies.
Strategy 2: Students will be informed of activities and events on campus.
Strategy 3: Students will be involved in selecting and scheduling co-curricular activities.

Outcome 2: Students will live in a safe environment.
Strategy 1: Students will have access to a variety of services including study, health, relaxation and residential facilities.
Strategy 2: Students will be provided prevention programming opportunities and activities.
Strategy 3: Students will participate in identifying student activities.
GOAL 1: Increase retention rates of students living in residence halls.

Outcome 1: Increase occupation of residence halls.
Strategy: Maintain website with updated information. Update recruiting materials with latest housing information.

Criteria for Success & Assessment Methods
- The housing information on the TSJC website will be updated at least annually
- The number of housing applications will be reported annually
- Recruiting materials will be updated annually
- The business office will be notified of housing process changes related to billing

GOAL 1: Increase retention rates of students living in residence halls.

Outcome 2: Maintain and improve living conditions in residence halls.
Strategy 1: Ask resident students in a survey how to improve living conditions in on-campus housing.
Strategy 2: Students in residence hall leadership positions will be provided training.
Strategy 3: Staff will identify and communicate needs for maintenance and furnishings.

Criteria for Success & Assessment Methods
- The number of students living in the residence halls will be reported monthly
- A satisfaction survey will be used to gain student feedback at the end of each semester
- Residence Hall Training schedule will be provided and reported throughout the year.
- Additional training for RA’s will be provided as needed.
- The maintenance needs will be reported to physical plant monthly
- The furniture needs will be identified in the Furniture Master Plan

GOAL 2: Improve satisfaction with residence life.

Outcome 1: Students will participate in co-curricular and club activities on campus.
Strategy 1: Students have access to dorm policies in student handbook and online. RA’s enforce policies.
Strategy 2: Students will be informed of activities and events on campus.
Strategy 3: Students will be involved in selecting and scheduling co-curricular activities
Criteria for Success & Assessment Methods

- Student workers will be provided a survey to solicit suggestions for feedback
- Student workers will report incidents to supervisor
- Student workers will be trained on processes and position expectations
- The Policies will be reviewed and updated each school year.

**GOAL 2: Improve satisfaction with residence life.**

Outcome 2: Students will live in a safe environment.

Strategy 1: Students will have access to a variety of services including study, health, relaxation and residential facilities.

Strategy 2: Students will be provided prevention programming opportunities and activities.

Strategy 3: Students will participate in identifying student activities.

Criteria for Success & Assessment Methods

- The number of students living in residence halls.
- The number of students using facilities
- The number of activities and student identified activities
- Method for identifying activities
UNIT ASSESSMENT: CAREER SERVICES

Roberta Taylor-Hill
Dan Wilson, Trinidad Campus 2013- 2014

Mission Statement:

Trinidad State Junior College enriches the academic, technical, and cultural life of our diverse community. The TSJC Career Services Department is committed to serving the diverse career development needs of our students by providing career skills development and education in order to be successful in an ever-changing job market.

Goal 1: Provide career/interest assessments to students with undeclared majors.

Outcome 1: Assist students in selecting a major.
Strategy: Utilize TSJC web resources, informational interviewing to better assist students that are undecided on a college major. Provide or direct students to a plan of study correlated with Colorado Career Cluster for their newly selected career path.

Goal 2: Improve career services for students.

Outcome 1: Increase number of students graduating job ready.
Strategy: Create presentation materials and visit all CTE programs on a yearly basis discussing a brief overview of offerings in the area of career development which include résumé and cover letter writing, portfolio development, interview skills including mock interviews, job searching, communication in the work place, and networking.

Goal 3: Improve data collection and reporting methods.

Outcome 1: Complete VE-135 Reporting accurately and on time.
Strategy: Collaborate with CCCS, IR, CTE instructors, staff, and administrators to continue to streamline SURDS reporting, accuracy of data collection, and on-time data entry into the CCCS VE-135 data collection site.
### Goal 1: Provide Career/Interest Assessments to Students with Undeclared Majors.

**Outcome 1:** Assist students in selecting a major.

**Strategy:** Utilize TSJC web resources, informational interviewing, the O*Net Interest Profiler, and/or College In Colorado Interest Profiler to better assist students that are undecided on a college major. Provide or direct students to a plan of study correlated with Colorado Career Cluster for their newly selected career path.

**Criteria for Success & Assessment Methods**

- Work with Student Services personnel to streamline services which include selecting proper resources to be used to aid students in selecting a college major.
- Report the number of student served monthly.
- Demonstrate how to access the selected resource and view the results provided. Also remind student to write down logins, scores, or other applicable information that will help them refer to their results.
- Direct students to the Plan of Study of the proper pathway offered at TSJC that best fits the results of their Interest Inventory.

### Goal 2: Improve Support Services for Students.

**Outcome 1:** Increase number of students graduating job ready.

**Strategy:** Create presentation materials and visit all CTE programs on a yearly basis discussing a brief overview of offerings in the area of career development which include résumé and cover letter writing, portfolio development, interview skills including mock interviews, job searching, communication in the workplace, and networking.

**Criteria for Success & Assessment Methods**

- Work with the Student Success Center to create a student intake form that will include data needed for both SSC and Career and Special Services Department.
- Inform students of services available through the Career Services Department.
- Provide department contact information, campus specific business cards, and pocket résumés to CTE students.
- Demonstrate how to access a variety of internet based tools on the TSJC website and through the TSJC student portal.
- Remind students that appointments can be drop-in or by appointment.
- Inform instructors and students that follow-up classroom workshops are available for more detailed career services topics throughout the semester and though “Don’t cancel that class.”
Goal 3: Improve data collection and reporting methods.

Outcome 1: Complete VE-135 Reporting accurately and on time.
Strategy: Collaborate with CCCS, IR, CTE instructors, staff, and administrators to continue to streamline SURDS reporting, accuracy of data collection, and on-time data entry into the CCCS VE-135 data collection site.

Criteria for Success & Assessment Methods

- Work with Vice President of Academic Affairs, Dean of CTE, Dean of Students, Perkins Grant Assistant, Scheduler, and IR to ensure accuracy of school calendar deadlines, and SURDS reporting that affects data accuracy of VE-135 reporting.
- Provide proper notification to CTE faculty, including detailed information of the process, deadlines, and importance of the reports.
- Answer commonly asked questions regarding VE-135 from CTE faculty, staff, and administrators.
- Submit an accurate and timely submission to CCCS data collection site.
- Revisit and analyze current methods of VE-135 completion to continue to improve future methods.
UNIT ASSESSMENT: NEW STUDENT ORIENTATION

Robert Martinez, Valley Campus
Tori Eckes, Trinidad Campus  
2013-2014

**Mission Statement:**

TSJC Student Services is committed to welcoming, supporting, engaging and educating new students and their families about college readiness success factors in order to facilitate the academic and personal success of each student.

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**Goal 1: Provide a quality new student orientation to prepare students for success at TSJC.**

| Outcome 1: | Increase participation in Orientation. |
| Strategy:  | Host and promote the annual Live Orientation(s) before and directly after fall semester starts of each academic year. |

| Outcome 2: | Increase access to Orientation by developing and launching an online Orientation program. |
| Strategy:  | Track number of students participating in Online Orientation. |

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**Goal 2: Increase satisfaction and effectiveness of Orientation programming.**

| Outcome 1: | Establish a benchmark for determining student satisfaction with Orientation and to measure changes in satisfaction in the future. |
| Strategy:  | Create a satisfaction survey to establish a baseline level of satisfaction for students attending Orientation. |
UNIT ASSESSMENT: NEW STUDENT ORIENTATION

Goal 1: Provide a quality new student orientation to prepare students for success at TSJC.

Outcome 1: Increase participation in Orientation.
Strategy: Host and promote the annual Live Orientation(s) before and directly after fall semester starts of each academic year.

Outcome 2: Increase access to Orientation by developing and launching an online Orientation program.
Strategy: Track number of students participating in Online Orientation.

Criteria for Success & Assessment Methods

- Record participation in Orientation through WebEx and internal SSC departmental databases.
- Increase number of students attending Orientation by 2% over previous year as a percentage of new incoming students.
- Record participation in Orientation through internal SSC departmental databases.

Goal 2: Increase satisfaction and effectiveness of Orientation programming.

Outcome 1: Establish a benchmark for determining student satisfaction with Orientation and to measure changes in satisfaction in the future.
Strategy: Create a satisfaction survey to establish a baseline level of satisfaction for students attending Orientation.
## Mission Statement:

The TSJC Office of Recruitment is committed to the promotion of higher education, by serving as the liaison to all prospective students, families and support systems through the creation of personal relationships and adapting to all individual needs. We take pride in strengthening the overall Trinidad State Junior College experience through communicating the pillars for student access and student success.

### Goal 1: Increase enrollment.

**Outcome 1:** Increase the number of students attending TSJC from the immediate service area.

**Strategy:** Recruit on the Colorado recruiting circuit in the fall, as well as recruitment via high school visits, student panels, consistent communication with counselors, counselor events.

**Outcome 2:** To refine and improve student recruitment for out of state student prospects.

**Strategy:** Recruit students in California.

**Outcome 3:** To increase student, staff and institutional participation in community events

**Strategy:** Engage and participate in community-sponsored events.

### Goal 2: Improve the Recruitment plan.

**Outcome 1:** Will have a consistent message to prospective students.

**Strategy:** Assess students’ interests through inquiries via web, fairs, etc.

**Outcome 2:** Will make follow-up consistent and transparent between campuses.

**Strategy:** Implement software/data analysis system to manage and monitor contact.

### Goal 3: Improve visibility in the defined service areas.

**Outcome 1:** Staff will measure the outcomes of the recruitment plan and make recommendations for improvement.

**Strategy:** Discuss recruitment plan outcomes, identify services provided in service area.

**Outcome 2:** Recruiters will recruit students in a defined territory.

**Strategy:** Regional recruitment will be measured and reported.
**GOAL 1: Increase enrollment.**

Outcome 1: Increase the number of students attending TSJC from the immediate service area.

Strategy: Recruit on the Colorado recruiting circuit in the fall, as well as recruitment via high school visits, student panels, consistent communication with counselors, counselor events.

**Criteria for Success & Assessment Methods**

- Learn market share of students compared to other Junior Colleges.
- Assessment through analytic software and reports.
  - Number of students contacted.
  - Number of campus visits.
  - Number of completed applications.
  - Number of students enrolled.

**GOAL 1: Increase enrollment.**

Outcome 2: To refine and improve student recruitment for out of state.

Strategy 1: Maintain a consistent database of out of state prospective students.

Strategy 2: Recruit and report data on students visited while recruiting out of state.

**Criteria for Success & Assessment Methods**

- Collect and analyze data of current students enrolled out-of-state students, prior to out of state visits
- Collect data from IR on students applied out-of-state students, end of season

**GOAL 1: Increase enrollment.**

Outcome 3: To increase student, staff and institutional participation in community events.

Strategy: Engage, participate in and host community events.

**Criteria for Success & Assessment Methods**

- Coordinate with on-campus resources (ex. Business expo, career fair, etc).
- Utilize campus-wide events to invite community members on campus.
- Record the number and description of events attended/hosted.
- Provide final listing of engagement events:
  - Event, date attended, target population
    - Ex: TSJC Annual Tourney, College Fair
GOAL 2: Improve the Recruitment Plan.

Outcome 1: Provide a consistent Provide individualized communication as well as constant institutional message to prospective students.

Strategy: Utilize consistent materials and assess students’ interests through inquiries via web, fairs, etc.

Criteria for Success & Assessment Methods

- Materials updated and distributed consistently between Valley and Trinidad Campuses.
- Keep documentation of materials and communication to prospective students by individual campus, compare with the other recruiter throughout semester.

GOAL 2: Improve the Recruitment Plan.

Outcome 2: Will make follow-up consistent and transparent between campuses.

Strategy: Implement software/data analysis system to manage and monitor contact.

Criteria for Success & Assessment Methods

- Updated website, update communication between campuses via software system (ex. Intelliworks).

GOAL 3: Improve visibility in the defined service area.

Outcome 1: Staff will measure the outcomes of the recruitment plan and make recommendations for improvement.

Strategy: Discuss recruitment plan outcomes, identify services provided in the service area.

Criteria for Success & Assessment Methods

- Evaluate student-interest based on geographic demographic inquiries and by high schools.
- Determination of high- and low-producing college fair and recruiting events.
GOAL 3: Improve visibility in the defined service areas.

Outcome 2: Recruiters will recruit students in a defined territory.
Strategy: Regional recruitment will be measured and reported.

Criteria for Success & Assessment Methods

- Types and number of communication will be reported.
- Transfer of prospects to appropriate campus based on program of interest.
UNIT ASSESSMENT: REGISTRAR

Christy Holden
Mathilda Westerman, Valley Campus  
2013-2014

Mission Statement:

Trinidad State Junior College Registrar is committed to supporting students to succeed through successfully transferring college credit in from accredited post-secondary schools, applying for graduation, providing customer service in transfer advising, academic advising, athletic eligibility, and accessing their Degree Audit Plan online.

Goal 1: Increase graduation rates.

Outcome 1: Students will complete graduation applications by the appropriate due date.
Strategy: Advisors will have students complete graduation applications by November 15, March 1 and July 31.

Outcome 2: Students will use Degree Works.
Strategy: Advisors will use Degree Works and show students how to use the tool. This is available on the student portal for students to print and obtain advisor’s signature.

Goal 2: Improve customer service.

Outcome: Students will choose TSJC over another college.
Strategy: Evaluate college transcripts within a week and verifications within 48 hours.

Goal 3: Improve notification and requirement communication.

Outcome 1: Students will know how to request a residency consideration.
Strategy: Tuition Classification packet is clear and understandable.

Outcome 2: Students, faculty, and staff will understand students’ privacy rights.
Strategy: Inform students of their FERPA rights at time of application. Train new faculty and staff each semester through a tutorial and D2I online quiz.

Outcome 3: Students understand athletic eligibility is reported before the season opener.
100% of student athletes will know criteria for eligibility.
Strategy: Eligibility worksheet due from coaches 2-3 weeks in advance of season opener.
### GOAL 1: Increase graduation rates.

**Outcome 2:** Students will use Degree Works.

**Strategy:** Advisors will use Degree Works and show students how to use the tool. Available on student portal for students to print and get advisor's signature.

**Criteria for Success & Assessment Methods**

- Update programs in Degree Works as program updates are made.
- Advisors will provide quality information regarding Degree Works to each student.
- Advisors will sign each degree audit and have students attach audit to application.

### GOAL 2: Improve good customer service.

**Outcome 1:** Students will choose TSJC over another college.

**Strategy:** Evaluate college transcripts within a week and verifications within 48 hours.

**Criteria for Success & Assessment Methods**

- Student services customer service satisfaction for the Registrar is at A level.
- Transcripts are sorted as received and entered into Banner within 1 week.
- Phone verifications and faxed requests are completed within 48 hours.

### GOAL 3: Improve notification and requirement communication.

**Outcome 1:** Students will know what is expected of them for residency.

**Strategy:** Tuition Classification packet is clear and understandable.

**Criteria for Success & Assessment Methods**

- Students complete 100% of the petition.
- Students are given a decision regarding residency within 1 week after completed form is received.
**GOAL 3: Improve notification and requirement communication.**

Outcome 2: Students, faculty and staff will understand students’ privacy rights.

Strategy: Inform students of their FERPA rights at time of application. Train new faculty and staff each semester through an online tutorial and quiz on D2l.

**Criteria for Success & Assessment Methods**

- 100% of students who apply are given FERPA information and a form to fill out.
- 100% of new faculty and staff are trained each semester.

**GOAL 3: Improve notification and requirement communication.**

Outcome 3: Students understand that athletic eligibility is reported before the season opener. 100% of the student athletes will know the criteria for eligibility.

Strategy: Eligibility worksheet due from coaches 2-3 weeks in advance of season opener

**Criteria for Success & Assessment Methods**

- Coaches have complete information available for eligibility report.
- Criteria are explained to student athletes before eligibility report is complete.
- Signed eligibility form returned before first game.
- Audit file complete within one week.
The Special Populations/Disability Services Office (SPDSO) is committed to facilitating access to the educational opportunities in order for students receiving services to reach their highest possible potential.

**Goal 1: Improve services for students receiving campus support services, including disability services.**

**Outcome 1:** Increase the numbers of students receiving campus support services, including disability services.

**Strategy:** Collaborate and partner interdepartmentally to create materials that streamline services and inform TSJC students about all campus support services, including disability services; engage faculty, staff, and exterior agencies in creating a system of support to better assist special population students.

**Goal 2: Increase awareness of services available at TSJC and provided by the SPDSO.**

**Outcome 1:** Increase student usage of the SPDSO.

**Strategy:** Provide outreach presentations and an interdepartmental brochure that promotes interdepartmental college services to staff, faculty, students, and other exterior agencies to properly inform them of the all available services at TSJC, including the services provided by the SPDSO.

**Goal 3: Expand staff knowledge and expertise on issues related to Special Population students.**

**Outcome 1:** Increase the number of subject matter experts and knowledgeable staff members.

**Strategy:** Utilize web resources, CCCS resources, current consortium memberships and association memberships to increase the knowledge and expertise of SPDSO personnel in order to better assist Special Population students.
Goal 1: Improve services for students receiving campus support services, including disability services.

Outcome 1: Increase the numbers of students receiving campus support services, including disability services.

Strategy: Collaborate and partner interdepartmentally to create materials that streamline services and inform TSJC students about all campus support services, including disability services; engage faculty, staff, and exterior agencies in creating a system of support to better assist special population students.

Criteria for Success & Assessment Methods

- Develop a collaborative interdepartmental brochure that promotes all college support services available to prospective students, including the services provided by SPDSO.
- Develop an interdepartmental intake form to aid in streamlining support services for special population students.
- Provide initial classroom visits to promote all campus support services and allow students to complete intake forms; collect intake forms to share interdepartmentally.
- Use the ACCUPLACER Intake form to identify and make a referral contact via email, phone, or letter with Special Populations students identified by ACCUPLACER scores.
- Partner with Student Success Center, TRiO Student Support Services, Intervention Specialist, STEM, EOC, and any other internal departments to improve communication in services provided to special population students and streamline college support services.
- Collaborate with exterior agencies to provide quality services to special population students.

Goal 2: Increase awareness of services available at TSJC and provided by the SPDSO

Outcome 1: Increase student usage of the SPDSO

Strategy: Provide outreach presentations and an interdepartmental brochure that promotes interdepartmental college services to staff, faculty, students, and other exterior agencies to properly inform them of the all available services at TSJC, including the services provided by the SPDSO.

Criteria for Success & Assessment Methods

- Revise and update the SPDSO student handbook located on the TSJC Website.
- Develop collaborative interdepartmental brochure that promotes all college services available to all prospective students, including the services provided by SPDSO.
- Assist in ensuring Special Population services are on TSJC website, marketing, and recruiting materials.
- Provide faculty, staff, and students outreach presentations informing them of all available services at TSJC, including the services provided by the SPDSO.
• Provide outreach presentations to state and other exterior agencies that may include, but are not limited to the following: secondary schools, BOCES, educational program resources, correctional facilities, Veteran’s Affairs, Social Services, Mental Health, Division of Vocational Rehabilitation, Colorado Workforce, and homeless shelters.

Goal 3: Expand staff knowledge and expertise on issues related to Special Population students.

Outcome 1: Increase the number of subject matter experts and knowledgeable staff members

Strategy: Utilize web resources, CCCS resources, current consortium memberships and association memberships to increase the knowledge and expertise of SPDSO personnel in order to better assist Special Population students.

Criteria for Success & Assessment Methods

• Continue to be active participants in the COWY Consortium – Colorado/Wyoming Consortium of Support Programs for Students with Disabilities.
• Renew AHEAD membership yearly to stay current on issues related to students with disabilities and special population students.
• Collaborate with experts and participate in trainings and meetings provided by CCCS, COWY Consortium, AHEAD, etc. that are relevant to special populations.
• Collaborate and share professional development opportunities with interdepartmental staff members to better service Special Population students.
Michelle Black, Trinidad Campus  
Jennifer Carter, Valley Campus  
2013-2014

**Mission Statement:**

The TSJC Office of Student Life, in partnership with the TSJC Student Government Association, is dedicated to providing leadership opportunities, intramural sports, and special activities/awareness events for all students. Our goal is to engage students to become responsible citizens and make healthy lifestyle choices that will enrich their college experience and enhance their lives.

**Goal 1: Improve activities for all students.**

Outcome 1: Students will participate in activities.

Strategy 1: Budget to purchase 3-6 national performers or activities per year.

Strategy 2: Budget to purchase monthly activities (Ex: Movie nights, DJ services, etc.).

**Goal 2: Provide extracurricular activities for all students.**

Outcome 1: Students will participate in extracurricular activities.

Strategy 1: Plan and supervise a variety of intramurals and activities that meet student needs and desires.

Strategy 2: Implement new methods and strategies to advertise and promote participation.

**Goal 3: Provide leadership opportunities for students.**

Outcome 1: Students hold positions in the Office of Student Life.

Strategy: Active and responsible Student Government officers, campus clubs, encourage participation in State Student Advisory Council (SSAC)
Goal 1: Improve activities for all students.

Outcome 1: Students will participate in activities.

Strategy 1: Budget to purchase 3-6 national performers or activities per year.
Strategy 2: Budget to purchase monthly activities (Ex: Movie nights, DJ services, etc.).

Criteria for Success & Assessment Methods

- Create a student activity committee with membership that is representative of population.
  - Athletes, non-traditional, dorm, local, etc.

Goal 2: Provide extracurricular activities for all students.

Outcome 1: Students will participate in extracurricular activities.

Strategy 1: Plan and supervise a variety of intramurals and activities that meet student needs and desires.
Strategy 2: Implement new methods and strategies to advertise and promote participation.

Criteria for Success & Assessment Methods

- Survey students during third week of school to determine interests.
- Survey students at end of school year to determine satisfaction level.

Goal 3: Provide leadership opportunities for students.

Outcome 1: Students hold positions in the Office of Student Life.

Strategy: Active and responsible Student Government officers, campus clubs, encourage participation in State Student Advisory Council (SSAC)

Criteria for Success & Assessment Methods

- Pay stipends to officers and student activity committee members at end of each semester depending upon participation level.
### Mission Statement:

The TSJC Student Success Center is committed to supporting students to succeed through completion of certificates, degrees, persistence, or transferring to other colleges via assessment, intervention, transfer advising, academic support, and distance learning/computer counseling.

### Goal 1: Increase awareness of SSC services and resources.

**Outcome 1:** Increase unduplicated student contacts through the SSC.

**Strategy:** Meet with student directly and conduct multiple outreach projects.

### Goal 2: Increase student success rate of SSC students served.

**Outcome 1:** Increase the percentage of SSC students succeeding through persistence, graduation, and transfer.

**Strategy:** Conduct multiple outreach projects. Continue to intensify and analyze services such as intervention, scholarship help, etc… for students to assist with persistence, graduation, and transfer.

### Goal 3: Improve customer satisfaction for services the SSC provides to currently enrolled students at TSJC.

**Outcome 1:** Improve the overall SSC customer service satisfaction rating.

**Strategy:** SSC Staff will continue implementing good customer service practices, attend professional development, and administer survey to students.

### Goal 4: Improve data collection and reporting methods.

**Outcome 1:** Provide qualitative and quantitative data through Annual Performance Report (APR) once per year.

**Strategy:** Update report each year and compare to previous year results to track progress and Success Rates.
Goal 1: Increase awareness of SSC services and resources.

Outcome 1: Increase unduplicated student contacts through the SSC.

Strategy: Meet with student directly and conduct multiple outreach projects.

Criteria for Success & Assessment Methods

- Number of unduplicated contacts will increase 2% over the previous year percentage of total students enrolled post census.
- This data will be retrieved from internal databases.
- Includes both separate campus and aggregated results.

Goal 2: Increase student success rate of SSC students served.

Outcome 1: Increase the percentage of SSC students succeeding through persistence, graduation, and transfer.

Strategy: Conduct multiple outreach projects.

Criteria for Success & Assessment Methods

- Increase the success rate for students contacted by Student Success Center by 2% for 2012-2013.
- This data includes the fall 2012 SSC students compared against reports in fall 2013 collected from IR including: post census enrollment, graduation roster, Clearinghouse, transfer data, interdepartmental data.
- Includes both separate campus and aggregated results.

Goal 3: Improve customer satisfaction for services the SSC provides to currently enrolled students at TSJC.

Outcome 1: Improve the overall SSC customer service satisfaction rating.

Strategy: Post services online and cross train other departments on SSC functions.

Criteria for Success & Assessment Methods

- 75% of students surveyed will be satisfied with services provided by the SSC.
- Results from the annual Student Services survey administered by Student Services.
- Includes both separate campus and aggregated results.
Goal 4: Improve data collection and reporting methods.

Outcome 1: Provide qualitative and quantitative data through Annual Performance Report (APR) once per year.

Strategy: Update report each year and compare to previous year results to track progress and Success Rates.

Criteria for Success & Assessment Methods

- SSC will request a list of reports needed from IR each semester.
- IR will produce reports on set calendar dates.
- Final APR will be forwarded to VP of Student Services for decision making.
- Includes both separate campus and aggregated results.
UNIT ASSESSMENT: TRIO SERVICES

Nicholas Goodsell, Trinidad
Victor Salazar, Valley 2012-2013

Mission Statement:

The mission of TRiO and other educational opportunity programs is to encourage and assist people who are traditionally under-represented in post-secondary education because of income, family educational background, disability, or other relevant federal, state, provincial or institutional criteria, in the preparation for, entry to, and completion of post-secondary education.

Goal 1: Improve student persistence rate.

Trinidad & Alamosa Grant
Outcome 1: 50% of all participants serviced by SSS project will persist from one academic year to the beginning of the next academic year or graduate and/or transfer from a 2-year to a 4-year institution during the academic year.

Strategy: The Student Support Services Program will provide the following services to attain this goal; Academic Tutoring/Support Services, Course Selection Advising, Financial Aid Advising/Assistance, Financial Literacy Education, Individualized Counseling Services, Textbook Loan Program, Cultural Activities, Career Exploration, and Grant Aid.

Goal 2: Improve student academic standing rate.

Trinidad & Alamosa Grant
Outcome 1: 70% of all enrolled participants served by the SSS project will meet the overall performance level required to stay in good academic standing at the grantee institution.

Strategy: The Student Support Services Program will provide the following services to attain this goal; Academic Tutoring/Support Services, Course Selection Advising, Textbook Loan Program, Cultural Activities, and Grant Aid.

Goal 3: Increase student graduation and transfer rates.

Trinidad Grant
Outcome 1:
(A) 35% of new participants served each year will graduate with an associate’s degree or certificate within four (4) years.
(B) 10% of new participants served each year will transfer with an associate’s degree or certificate within four (4) years.

Alamosa Grant
Outcome 1:
(A) 40% of new participants served each year will graduate with an associate’s degree or certificate within four (4) years.
(B) 12% of new participants served each year will transfer with an associate’s degree or certificate within four (4) years.

Strategy: The Student Support Services Program will provide the following services to attain this goal; Course Selection Advising, Graduate/Professional Program Advising, Transfer and Financial Aid Advising, Visits to Four-Year institutions, Textbook Loan Program, and Career Exploration.

Goal 1: Improve student persistence rate.

Trinidad & Alamosa Grant
Outcome 1: 50% of all participants serviced by SSS project will persist from one academic year to the beginning of the next academic year or graduate and/or transfer from a 2-year to a 4-year institution during the academic year.

Strategy: The Student Support Services Program will provide the following services to attain this goal; Academic Tutoring/Support Services, Course Selection Advising, Financial Aid Advising/Assistance, Financial Literacy Education, Individualized Counseling Services, Textbook Loan Program, Cultural Activities, Career Exploration, and Grant Aid.

Criteria for Success & Assessment Methods

Trinidad Grant
- 50% of all 250 participants served each year will persist from one academic year to the beginning of the next academic year or graduate and/or transfer from a 2-year to a 4-year institution during the academic year.

Alamosa Grant
- 50% of all 140 participants served each year will persist from one academic year to the beginning of the next academic year or graduate and/or transfer from a 2-year to a 4-year institution during the academic year.

Goal 2: Improve student academic standing rate.

Trinidad & Alamosa Grant
Outcome 1: 70% of all enrolled participants served by the SSS project will meet the overall performance level required to stay in good academic standing at the grantee institution.

Strategy: The Student Support Services Program will provide the following services to attain this goal; Academic Tutoring/Support Services, Course Selection Advising, Textbook Loan Program, Cultural Activities, and Grant Aid.
Criteria for Success & Assessment Methods

**Trinidad Grant**
- 70% of all 250 enrolled participants served by the SSS project will meet the overall performance level required to stay in good academic standing at the grantee institution.

**Alamosa Grant**
- 70% of all 140 enrolled participants served by the SSS project will meet the overall performance level required to stay in good academic standing at the grantee institution.

**Goal 3: Increase student graduation and transfer rates.**

**Trinidad Grant**
Outcome 1:
(A) 35% of new participants served each year will graduate with an associate’s degree or certificate within four (4) years.
(B) 10% of new participants served each year will transfer with an associate’s degree or certificate within four (4) years.

**Alamosa Grant**
Outcome 1:
(A) 40% of new participants served each year will graduate with an associate’s degree or certificate within four (4) years.
(B) 12% of new participants served each year will transfer with an associate’s degree or certificate within four (4) years.

**Strategy:**
The Student Support Services Program will provide the following services to attain this goal; Course Selection Advising, Graduate/Professional Program Advising, Transfer and Financial Aid Advising, Visits to Four-Year institutions, Textbook Loan Program, and Career Exploration.

Criteria for Success & Assessment Methods

**Trinidad Grant**
(A) 35% of new participants served within Grant Years 2008-2009, 2009-2010, 2010-2011, & 2011-2012 will graduate with an associate’s degree or certificate within four (4) years.
(B) 10% of new participants served within Grant Years 2008-2009, 2009-2010, 2010-2011, & 2011-2012 will transfer with an associate’s degree or certificate within four (4) years.

**Alamosa Grant**
(A) 40% of new participants served within Grant Years 2010-2011 & 2011-2012 will graduate with an associate’s degree or certificate within four (4) years.
(B) 12% of new participants served within Grant Years 2010-2011 & 2011-2012 will transfer with an associate’s degree or certificate within four (4) years.
APPENDIX A: DATA COLLECTION CALENDAR

Student Services Assessment Data Collection Calendar

JUNE/JULY
Assessment Day

Staff, VPSA, VP Administrative Affairs, and Assessment Committees:

- evaluate student support assessment data
- collectively refine student and unit outcomes (as needed) for upcoming AY
- collectively refine methods to assess outcomes

MAY
Unit-level Assessment Data collated into Reports

JUNE
Units submit Department Assessment Reports to Academic Deans and Assessment Committee by JUNE 15

MAY/JUNE
Annual Reports Due

SEPTEMBER
Executive leadership team and Assessment Committees ensure that all student support unit data are entered into TracDat from previous Spring/Fall AY by SEPTEMBER 31

AUGUST
Inservice
Review Assessment Reports & Institutional Data with all Staff/Faculty

FALL

EDUCATIONAL AND ADMINISTRATIVE SUPPORT

Assessment Cycle

- Student outcomes assessed to determine progress on achieving unit outcomes
- Students complete learning experiences and are served by Educational Support Units
- Staff act to make changes as appropriate

MARCH
Preparation for Annual Report

BUDGETS TIED TO OUTCOMES FOR IMPROVEMENT. OUTCOMES ALIGNED WITH STRATEGIC PLANNING PROCESSES.

MAY/JUNE
Annual Reports Due

SEPTEMBER
Executive leadership team and Assessment Committees ensure that all student support unit data are entered into TracDat from previous Spring/Fall AY by SEPTEMBER 31

AUGUST
Inservice
Review Assessment Reports & Institutional Data with all Staff/Faculty

BUDGETS TIED TO OUTCOMES FOR IMPROVEMENT. OUTCOMES ALIGNED WITH STRATEGIC PLANNING PROCESSES.

MARCH
Preparation for Annual Report